

INFORMATION LINK

Information Technology Department

October 1999

A source of information for our customers

Volume 99, Issue 4

Development/Software Services

NEW INFORMATION TECHNOLOGY DEPARTMENT HOME PAGE

Vern Welder

Information Technology Department's (ITD) name change provided a good excuse to develop a new look for our home page. We have started a project to create an ITD web site. Look for an announcement of the new site in late October. Until then, please continue to reference the ISD link.



BENEFITS OF CERTIFICATION

Vern Welder

The wide variety of products and services in today's information technology marketplace has caused technology jobs to become more specialized than ever before. As high tech employees select their niche, they must also consider being 'all that they can be' to their customers. One way to become proficient in an area of technology and to maintain that proficiency is to become certified.

Certification is a method of advertising our competence and it shows that we are committed to providing the best service possible. This is important to our customers as they demand faster and better product support. A benefit for customers without extensive knowledge of technology is that they can shop for a certified vendor to improve their chances of implementing successful technology projects.

Certifications must be maintained by attending on-going training or by re-testing. This assures that the certificate holder is current in her/his product knowledge.

Technology vendors that offer certification on their products benefit because certificate holders are knowledgeable in the deployment and support of their products. Thus, a certificate holder's customers may be happier. Happy customers come back to purchase more products.

ITD has several certified employees and has started a program to help more employees attain certification. This is part of our commitment to providing our customers with the best service possible.

WOLFE IS NEW CIO OF THE INFORMATION TECHNOLOGY DEPARTMENT

Curtis Wolfe will lead the state's Information Technology Department, direct the state's future technology investments, coordinate among state agencies, and advise the governor and other public and private officials regarding statewide information technology development.

Wolfe began the information technology consulting firm Wolfe & Associates, Inc. in 1974. The company, initially based in Alaska and later relocated to New Mexico, employed 50 people with \$7 million in annual revenue. It offered a variety of services including system planning and acquisition, custom application development, telecommunications network consulting, and information technology audits.

In 1996, Wolfe sold the firm to SOS Staffing Services and became president of the IT Division.

As a consultant, Wolfe completed several studies for North Dakota, including a technology review of all state agencies for the Legislative Council. The report was the catalyst for 1997 legislation requiring a statewide technology plan involving all agencies. His company also helped several state agencies develop technology plans and completed a study regarding the development of a statewide computer network linking state, counties, cities and school districts.

Administrative Services

ADMISSIBILITY OF RECORDS

Bill Roach, CRM

Imaging and other electronic document technologies have captured the attention of many as an efficient method of processing and retaining records. Document images or data are easily stored on magnetic, optical, or other media. Information is easy to access, duplicate, distribute, retrieve, and store. But many individuals still have significant reservations about the admissibility of these records for legal purposes.

Actually, images and data have long been proven as an appropriate method of retaining records. Federal law (28 USC 115.1732) states that a duplicate has the same admissibility as the original if the duplicate "accurately reproduces **OR** forms a durable medium for so reproducing the original." The original record may be destroyed in the "regular course of business." The North Dakota Century

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Code contains identical language in NDCC 31-08-01.1. Both federal and state laws specifically exclude the rare occurrences where maintenance of the original record is expressly required by law.

The key element for determining admissibility has always been the trustworthiness of the information. Trustworthiness is established by the process of creating and storing information, not the media or format used for the actual storage. Imaging and Electronic Document Management Systems (EDMS) require detailed procedures to document the processes of information creation, distribution, storage, migration, and disposition. The procedures, and documentation that they are consistently followed, are kept for the same period as the records to which they relate.

Most organizations have used Automated Data Processing (ADP) systems for accounting purposes for a long time. Record created or stored using these systems are commonly accepted as evidence of activity. Records created and/or maintained on other electronic systems are no different. Computer Output to Laser Disk (COLD), e-forms, EDMS, Workflow and other technologies will be as common as ADP systems within the next 10 years.

These technologies offer significant opportunities to improve both the efficiency of government and the public's access to information. The key to success is to develop strategies that are cost effective and legally acceptable. With the high cost of technology today, it makes sense to evaluate and include all requirements prior to making an investment.

Disclaimer: No portion of this article should be construed as legal advice. See your legal counsel.

YEAR 2000 TESTING

Larry Lee

ITD has set up a special Year 2000 testing environment for mainframe applications. This environment is referred to as the Y2K Test LPAR. LPAR stands for logical partition. The LPAR is essentially a percentage of the production system set

aside and treated as a separate computer. It has its own share of the CPU, disk drives, and other hardware. It also runs its' own operating system and can have the time set separately from the main system. This allows us to test applications with future dates.

Five agencies have contacted us to perform testing in the LPAR. They will be testing a total of twelve applications. Testing these systems commenced in August and will continue until approximately mid November. Contact Larry Lee at 328-2721 if there are applications your agency needs to test.

BILLING RATE CHANGES

Dan Sipes

In July 1999, the new billing rates went into effect. The new rates include a rate change that was not included in the Budget Guidelines sent out to agencies in April 1998. Effective July 1, 1999 the Information Technology Department lowered the rate for Disk Storage on the IBM Enterprise Server (Bill Code 131) from \$0.02 per track to \$0.01 per track. Based on current usage trends this will save state agencies \$777,000 for the 1999-2001 biennium.

Also effective July 1999, the AS/400 Billing has been merged into the Data Processing Billing. The new billing codes are 220 for AS/400 Batch CPU, 221 for AS/400 Interactive CPU, and 231 for AS/400 Disk Storage. The detail AS/400 billing reports are incorporated with the detail Data Processing reports and may be viewed on-line using OnDemand.

Current ITD billing rates may be found on the ITD web site (<http://www.state.nd.us/itd>). Select the Billing Rates link and you will find a current listing of all ITD billing rates. If you have any questions, contact me at 328-4317 or dsipes@state.nd.us.

Telecommunication Services

EMERGENCY 911 SERVICE IMPORTANT NOTICE

Jim Gaarder

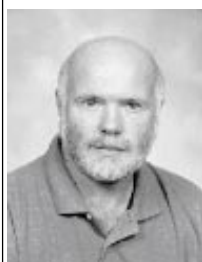
Emergency Response E911 Service has been implemented on many of the State's telephone systems. Information Technology Department (ITD) has input the location data that has been reported to us. We are trying hard to keep it current and correct. This information is input by the ITD Customer Service Section into a database for the E911 Public Safety Answering Point (PSAP). The database contains the building address, floor, and room number if that is furnished by the telephone user. E911 uses this data to locate the caller when a 911 call is made. This information is important and could be life saving in an emergency.

"NOTICE" When you move your telephone to a new location, it is important to provide as much information about the exact location as possible. The new location will be input into the E911 database by ITD Customer Service. The telephone switch locations that are in the E911 database are all Bismarck locations, the Grafton Developmental Center, the ND State Hospital, Jamestown Job Service, and Jamestown Human Service Center.

Your assistance in maintaining this database is important, please provide all the location information you can.



ITD EMPLOYEE PROFILE



Name: Al Veit

Job Title: Information Systems Security Administrator

Section of ITD: Administrative Services

Job Responsibilities: Responsible for all aspects of ITD Computer Center security: mainframe access, AS/400 access, ITD servers access, Dial-up access, ITD Physical Security (access).

Years at ITD: 23 years in State Government, 19 years at ITD.

Computer Support Services

FREE UPGRADE TO OUTLOOK 2000

Gary J. Vetter

Microsoft is allowing customers with Exchange Server Client Access Licenses (CALs) to use Outlook 2000 without paying an upgrade fee. Therefore, if you use the State's Enterprise Exchange Server, you are eligible for a free upgrade from Outlook 97 or Outlook 98 to Outlook 2000.

Outlook 2000 combines the leading support for Internet standards-based messaging systems with integrated calendar, contact, task, and Internet information management features. Find in-depth information and a multimedia demo about what's new at <http://www.microsoft.com/office/outlook>.

Contact ITD at "e-mail@state.nd.us" if your agency is interested in upgrading to Outlook 2000.



ON-DEMAND

Duane Jangula

The On-Demand report viewing application (formerly called R/Dars) allows the on-line viewing of reports on 3270 terminals. This application was converted from the R/Dars application to On-Demand on August 21, 1999. The conversion was necessary because R/Dars was not Y2K compliant.

This version of On-Demand (release 1.1.6) will be in effect until the Spring of 2000 when we plan to convert to On-Demand release 2.1. Report Administrator manuals for this newest release have been distributed to several people who requested them. We are in the process of getting users manuals so we can conduct the necessary training for this newest release.

If you have any questions concerning the new On-Demand system, contact me at 328-2358 or djangula@state.nd.us.

Y2K READINESS FAIR AND WORKSHOP

The U.S. Small Business Administration and the Small Business Development Centers are sponsoring a Y2K Readiness Fair and Workshop in Fargo, Minot, Grand Forks and Bismarck. The event will be held in Bismarck on October 7 at the Doublewood Inn. This is a free event. The main speaker is Harold Bruce from the College of Business and Public Administration at the University of North Dakota. The morning will focus on hardware and software and the afternoon session will deal with embedded systems. They also plan to have booths, demonstrations, one-on-one counseling, and a free lunch for those who register! You can find more information about the workshop at http://www.und.nodak.edu/dept/ndsbdcc/workshops/y2k_readiness_fair.htm Call (800) 445-7232 or e-mail ndsbdcc@sage.und.nodak.edu to register.

DIGITAL SECURITY

Dean Glatt

ITD, in a continuing effort to provide security for electronic data, has purchased the product Entrust/Direct from Entrust Technologies to solve a business security requirement for one of our customers. Entrust/Direct offers the security of strong encryption in a trusted environment for Web applications transporting confidential information over the Internet. Additionally, Entrust Technologies provides an entire suite of products in the encryption world which addresses solutions that can protect data in many forms. The solutions offered include a managed Public Key Infrastructure (PKI), secure e-mail, secure Web, Virtual Private Network (VPN), as well as various other toolkits.

The rollout of this product was implemented to address a specific solution for specific applications. However, as network operating systems, firewalls, and directories (such as Active Directory and Novell Directory Services) are now being engineered and designed to work at the network level, implementing differing encryption tools can have an impact on how this technology is deployed. For instance, some VPN software will only work with specific vendors' firewall solutions. Encryption products that run on host servers, such as the mainframe server, might only work with specific vendors' TN3270 client.

As you can see, ITD has a variety of situations to address to satisfy the diversified needs of our customers. If you are planning security options that include Entrust, Verisign, IBM, or any encryption product for your agency, please contact Al Veit, IS Security Administrator,

(aveit@state.nd.us) to discuss your concerns and plans with him. Planning this technology together will allow state government data to flow in a secure, trusted, and protected environment.

Information Technology

MASTER'S IN MANAGEMENT - INFORMATION TECHNOLOGY

Kris Cramer

University of Mary

The Master's in Management - Information Technology Degree is new this fall at the University of Mary. The program combines business and financial management with technological information that will equip a person with the skills necessary to lead an organization in the information age.

Our program is designed with the adult learner in mind so that a person attends school one night a week and can still complete the program in as little as 15 months.

Our Information Technology Fall classes started September 21. The prerequisites are a Bachelor's degree and knowledge of information systems gained in a classroom or through work experience.

Financial aid is available in the form of a low-interest loan.

For more information, call Kris Cramer at the University of Mary at 255-7500 ext. 486.



NORTH DAKOTA CENTURY CODE AVAILABLE ON THE WEB

The North Dakota Century Code is available through the Legislative Branch web site at <http://www.state.nd.us/lr/99centurycode.html>. Once you select a chapter, the text is searchable through Adobe Acrobat Reader.



KEEP THE WATER GLASSES FILLED

No matter what kinds of products or service you provide, you might learn from your impressions of the restaurant you frequent.

One simple observation will usually give you a quick first impression of how well the place is run: Do they keep your water glass filled? If no one tends to the water glasses, you probably feel that this particular restaurant's management doesn't care about customers.

What are the things in your operation that communicate to your customers and clients whether you care or not? Take a look at those things and make sure all of your people are addressing them.

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Anyone interested in contributing information or would like to be added to the mailing list should contact the editor at North Dakota Information Technology Department, 600 East Boulevard Ave Dept 112, Bismarck, ND 58505-0100, (701) 328-3190. FAX: (701) 328-3000.

<http://www.state.nd.us/itd/>

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**Worrying does not empty tomorrow of its'
troubles...
It empties today of its' strengths!**

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